



MANAPLA WATER DISTRICT

B. Gallo St., Manapla, Negros Occidental
Tel. No. (034) 491-0013

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, *Arlene Mae B. Balatayo*, Filipino, of legal age, *General Manager* of the *Manapla Water District*, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The *Manapla Water District* has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 3rd day of December, 2021 in Manapla, Negros Occidental, Philippines.

Arlene Mae B. Balatayo

 Arlene Mae B. Balatayo
 General Manager
 Manapla Water District

E. B. Magalona

SUBSCRIBED AND SWORN to before me this 3rd day of December, 2021 in Neg. Occ City, Negros Occidental, Philippines, with affiant exhibiting to me his/her MWD ID - 001 issued on _____ at Manapla Water District, Manapla Negros Occidental.

Atty. Nenesio Barrangol Amonte

ATTY. NENESIO BARRANGOL AMONTE
 NOTARY PUBLIC ADMINISTRATION OFFICER
 NOTARY PUBLIC

BY COMMISSION EXPIRES ON DECEMBER 31, 2022
 SILAY CITY, E. B. MAGALONA, VICTORIAS CITY & MANAPLA
 20 CANOGA MANAVILLA SUBD. BRGY. 3, E. B. MAGALONA NEG. OCC.
 ATTORNEY'S ROLL NO. 52121 TIN: 122-458-379
 I&P O. NO. 123533, 11-20-20 PASIG CITY
 PTR NO. 2095221, 01-04-21 E. B. MAGALONA
 MCLE COMPLIANCE V 0011006

Doc. No. 18
 Page No. 5
 Book No. II
 Series of 2021.